Norton AntiSpam™ 2005

User's Guide

Norton AntiSpam™ User's Guide

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Standard Template Library

This product utilizes the Standard Template Library, a C++ library of container classes, algorithms, and iterators.

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Installation

1

Before installing Norton AntiSpam, take a moment to review the system requirements.

System requirements

To use Norton AntiSpam, your computer must have one of the following Windows operating systems installed:

- Windows 98/98SE/Me
- Windows 2000 Professional
- Windows XP Home/Professional/Tablet PC/Media Center Editions

Installation of Norton AntiSpam is not supported on Windows 95/NT 4.x, Macintosh, Linux, or server versions of Windows 2000/XP computers.

Your computer must also meet the following minimum requirements.

Operating System	Requirements
Windows 98/98SE/Me	■ 155 MHz or higher processor ■ 32 MB of RAM ■ 80 MB of available hard disk space ■ CD-ROM or DVD-ROM drive ■ Internet Explorer 5.5
Windows 2000 Professional Edition	■ 155 MHz or higher processor ■ 64 MB of RAM ■ 80 MB of available hard disk space ■ CD-ROM or DVD-ROM drive ■ Internet Explorer 5.5
Windows XP Home/ Professional/Tablet PC/Media Center Editions	■ 300 MHz or higher processor ■ 128 MB of RAM ■ 80 MB of available hard disk space ■ CD-ROM or DVD-ROM drive ■ Internet Explorer 5.5

Supported email programs

Norton AntiSpam fully integrates with Microsoft Outlook 2000, Outlook 2003, and Outlook XP; Microsoft Outlook Express 5.5 and later; and Eudora 5.0 and later, providing a Norton AntiSpam toolbar for those programs. It is also compatible with most POP3-compatible email programs, including Netscape Messenger 4.X and Netscape Mail 6.0/P, and can be used with Yahoo! Mail and Yahoo! Mail Plus on the Web.

Scanning of Hotmail email is supported if you are using Hotmail with Microsoft Outlook.

Email scanning does not support the following email clients and protocols:

- IMAP
- AOL
- POP3s that use SSL (Secure Sockets Layer)
- Lotus Notes

About encrypted email connections

Norton AntiSpam does not support email connections using Secure Sockets Layer. Secure Sockets Layer (SSL) is a Netscape protocol designed to provide secure communications on the Internet. If you use an SSL connection to access your email, you are not protected by Norton AntiSpam.

Before installation

Before you install Norton AntiSpam, prepare your computer.

Prepare your computer

Close all other Windows programs before installing Norton AntiSpam. Other active programs may interfere with the installation and reduce your protection.

Install Norton AntiSpam

You can install Norton AntiSpam from a CD or from a file you downloaded.

To install Norton AntiSpam

1. Do one of the following:
   - If you are installing from a CD, insert the CD into the CD-ROM drive.
   - If you downloaded your copy of Norton AntiSpam, double-click the file you downloaded, then click **Install**.

See "If the opening screen does not appear" on page 9.

2. In the Norton AntiSpam window, click **Install Norton AntiSpam**.
3. Click **Next**.
4. Read the License Agreement, then click **I accept the License Agreement**.
   If you decline, you cannot continue with the installation.
5. In the text boxes, type the product key for activation.
6. Click **Next**.
7. If you have a Yahoo! Mail account that you want Norton AntiSpam to filter, select **I would like to setup Norton AntiSpam to filter my Yahoo! Mail account.**
8. Click **Browse** to select a folder into which you want to install Norton AntiSpam, if it is other than the default location.
9. Click **Next** to install Norton AntiSpam.
   Depending on your computer system speed, installation can take a few minutes.
10. Click **Finish**.

If the opening screen does not appear

Sometimes a computer's CD-ROM drive does not automatically run a CD.

To start the installation from the CD

1. On your desktop, double-click **My Computer**.
2. In the My Computer window, double-click the icon for your CD-ROM drive.
3. In the list of files, double-click **CDStart.exe**.

After installation

After Norton AntiSpam is installed, the Information Wizard appears.

Use the Information Wizard

The Information Wizard lets you activate and register your copy of Norton AntiSpam.

If you choose not to register the software using the Information Wizard or if registration fails for some reason, you can register by using the Product Registration option on the Help menu or by using the Symantec Web site at www.symantec.com

To use the Information Wizard

1. In the welcome window, click **Next**.
2. If you purchased your computer with Norton AntiSpam already installed, you must accept the license agreement in order to use Norton AntiSpam. Click **I accept the license agreement**, then click **Next**.
3. In the Product Activation window, click **Activate and register your product now**.

See "Activate your product" on page 23.

You must activate the software within 15 days.

4. Click **Next**.
5. In the first Registration window, select the Country/Region from which you are registering.

6. If you would like information from Symantec about Norton AntiSpam, check the method by which you want to receive that information, type the corresponding address and phone number, then click **Next**.
7. If you want to receive postal mail from Symantec, check the box, provide your name and address, then click **Next**.
8. Make sure your computer is connected to the Internet, then click **Next**.
9. In the Activation Complete window, click **Print key** to print a copy of the product key for your records, then click **Next**.
10. Review your subscription information, then click **Next**.
11. If, during installation, you chose to have Norton AntiSpam filter your Yahoo! Mail account, you can add the account information now. Click **Add** to specify the Yahoo! Mail account to filter. When you are done, click **Next**.
12. Click **Finish**.
    LiveUpdate starts automatically to retrieve any updates that were made since the release of the software.
13. Click **Next** to install available updates.
14. Click **Close**.

For more information

The product documentation provides assistance for using Norton AntiSpam. You can find the information that you need on your computer and on the Web.

Use online Help

Help is available throughout your Symantec product. Help buttons and links to more information provide assistance that is specific to the task that you are completing. The Help menu provides a comprehensive guide to all of the product features and tasks that you can complete.

To use online Help

1. At the top of the main window, click **Help & Support > Norton AntiSpam Help**.
2. In the Help window, in the left pane, select a tab. Your options are:

Contents	Displays the Help by topic
Index	Lists Help topics in alphabetical order by key word
Search	Opens a search box in which you can type a word or phrase

You can also print any topic in Help.

To print a topic in Help

1. In the Help window, click the **Contents** tab.
2. In the Contents list, select the topic that you want to print, and then click **Print**.
3. Select whether you want to print only the selected topic or the topic and all of the subtopics under it.
4. Click **OK**.

Window and dialog box Help

Window and dialog box Help provides information about the program. This type of Help is context-sensitive, meaning that it provides help for the dialog box or window that you are currently using.

To access window or dialog box Help

❖ Do one of the following:
- In the window, click any Help link.
- In the dialog box, select **Help** or **More Info**.

Access the User's Guide PDF

The *Norton AntiSpam User's Guide* is provided on the CD in PDF format. You must have Adobe Reader installed on your computer to read the PDF.

If you purchased this product as an electronic download, Adobe Reader was not included. You must download it from the Adobe Web site.

To install Adobe Reader from the CD

1. Insert the CD into the CD-ROM drive.
2. Click **Browse**.
3. In the CD window, double-click the **Manual** folder.
4. If applicable, double-click the **Adobe** folder.
5. Double-click the program file.
6. Follow the on-screen instructions to select a folder for Adobe Reader and complete the installation.

Once you have installed Adobe Reader, you can read the PDF from the CD.

To read the User's Guide PDF from the CD

1. Insert the CD into the CD-ROM drive.
2. Click **Browse**.
3. Double-click the **Manual** folder.
4. Double-click the PDF.

You can also copy a User's Guide to your hard disk and read it from there.

To read a User's Guide from your hard disk

1 Open the location into which you copied the PDF.

2 Double-click the PDF.

Symantec products on the Web

The Symantec Web site provides extensive information about all Symantec products. There are several ways to access the Symantec Web site.

To access the Web site from the Help menu

❖ Select the solution that you want. Your options are:

Help and Support	Takes you to the product support page of the Symantec Web site, from which you can access the knowledge bases and downloads for your product.
Symantec Security Response	Takes you to the Security Response page of the Symantec Web site, from which you can update your protection and read the latest information about antithreat technology.
More Symantec solutions	Takes you to the Symantec Store Web site, from which you can get product information on every Symantec product.

To access the Symantec Web site in your browser

❖ On the Internet, go to www.symantec.com

Feature summary

2

Use the information in this section to familiarize yourself with the product.

This section includes the following information:

- A list of all of the features in the product
- A brief description of each feature

The feature summary can help you determine which feature to use to solve a problem. Read the feature descriptions to locate the correct component to use.

See "Use online Help" on page 11.

For more information on any of the features listed, see the online Help.

Spam filtering features

As email becomes more popular, many users are receiving an increasing amount of the unsolicited commercial email messages known as spam. Not only does spam make it difficult to identify valid email messages, some spam contains offensive messages and images.

Norton AntiSpam incorporates several powerful features to reduce your exposure to unwanted online content.

Integration with email programs	Adds buttons to the toolbar in supported email programs, if you choose
Allowed and Blocked lists	■ Uses user-defined address list to expedite scanning of email ■ Accepts all mail from Allowed list ■ Treats all mail from Blocked list as spam ■ Allows and blocks email from entire domains as well as individual email addresses
Automatic import of addresses	Automatically imports lists of addresses from supported email programs to keep your list of allowed email senders in sync, if you choose
Self-training	■ Uses outgoing mail to refine spam definition ■ Adds the recipients of your email to the Allowed list, if you choose ■ Prevents spammers from using your personal email addresses to get around the spam filter
Custom spam rules	Lets you identify email addresses and text that should and should not be filtered
Yahoo! Mail and Yahoo! Mail Plus filtering	Moves spam email to a separate folder in your Yahoo! email account

Language filtering	Blocks all email written in the language or languages you specify
Automated update of spam definitions	Updates copies of Symantec spam definition files automatically (subscription required)

Ad blocking features

Many Web sites are using more aggressive techniques to draw attention to the ads on their pages. Some have begun using larger, more prominent ads, while others rely on ad windows that appear when you enter or leave the site. Along with increasing the amount of time that it takes to display Web pages, some ads contain offensive content, cause software conflicts, or use HTML tricks to open additional browser windows.

The following features can help you better control these unwanted advertisements.

Ad blocking	Blocks ads based on user-defined criteria
Pop-up blocking	Blocks pop-up windows based on user-defined criteria

Getting started

3

This section contains information about starting your Symantec product and the features that are available in the main window.

It is not usually necessary to open your Symantec product to benefit from the protection features that it provides. Automatic features that are set during installation provide you with basic protection.

Open your Symantec product to view status information, customize option settings, perform basic tasks, and temporarily disable automatic features.

Start Norton AntiSpam

Norton AntiSpam filters incoming email on any computer on which it is installed. You do not have to start the program to be protected. However, to update and customize your protection, you will want to start the program.

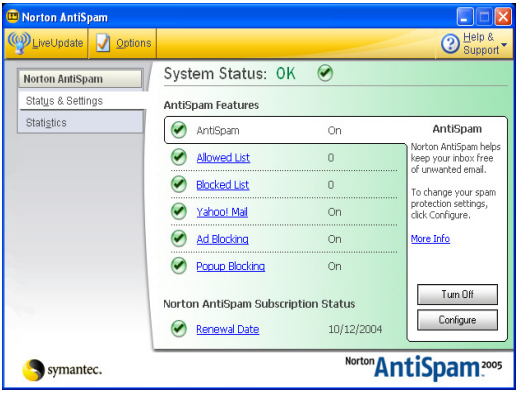
To start Norton AntiSpam

❖ Do one of the following:

- On the Windows taskbar, click **Start > Programs > Norton AntiSpam > Norton AntiSpam**.
- On the Windows XP taskbar, click **Start > All Programs > Norton AntiSpam > Norton AntiSpam**.
- On the Windows desktop, double-click the **Norton AntiSpam** icon.
- In a supported email program, click **Open Norton AntiSpam**.

About the main window

Use the main window to access program components, set options, and access online Help.



To explore the main window

1 On the left side of the main window, select the option that you want. Your options are:

Status & Settings	View the System Status of your Norton AntiSpam installation and Norton AntiSpam Subscription settings.
Statistics	View current Norton AntiSpam activity.

2 At the top of the main window, select the option that you want. Your options are:

LiveUpdate	Start LiveUpdate to update spam definitions and Norton AntiSpam.
Options	Customize the general features of Norton AntiSpam.
Help & Support	Access Help for Norton AntiSpam.

3 Inside the main window, under Status & Settings, click any of the feature names to see a brief description of the feature and access configuration options for the feature.

Use your email program toolbar

Norton AntiSpam adds a button or buttons to the toolbar of supported email programs. If a single Norton AntiSpam button is added, it drops down an abbreviated Norton AntiSpam menu. The buttons or menu options added are as follows:

This is Spam	Marks the selected email as spam
This is not Spam	Marks the selected email as allowed (not spam)
Empty The Spam Folder	Removes all email that has been placed in the Norton AntiSpam folder
Open Norton AntiSpam	Displays the Norton AntiSpam main window

Activate your product

Product activation reduces software piracy and ensures that you have received genuine Symantec software.

If you did not activate your product when first prompted, you will receive an Activation Needed alert every day until you activate the product.

You must activate your product within the time period specified by the alert or the product will stop working.

You can activate your product from the Activation Needed alert or from the Activation option on the Help menu. Activation should take just a few minutes.

To activate your product from the Activation Needed alert

1. In the alert, click **Activate Now**.
2. Click **OK**.
3. On the Activation screen, click **Next**.
4. On the Activation Successful screen, click **Finish**.

To activate your product from the Help menu

1. At the top of the main window, click **Help and Support > Activation**.
2. On the Activation screen, click **Next**.
3. On the Activation Successful screen, click **Finish**.

If you have problems activating

If you cannot connect to the Symantec servers to activate your product, first check to see if you have parental control software or an ISP that might be blocking the connection. If that doesn't resolve the issue, you can activate by phone.

Check for connectivity blocking

A connectivity problem can occur if you are using parental control software or are using an ISP that provides parental controls. If you suspect that parental controls are blocking the connection, configure the parental controls so that they do not block the activation procedure. You will need to log in to your parental control software as an administrator, or log in to the Internet through your ISP as an administrator, to change your configuration.

Activate by phone

If parental controls are not the problem, or if you cannot reconfigure your parental controls to resolve the issue, you can activate by phone.

To activate by phone

1. Disconnect from the Internet.
2. Attempt activation again.
3. After the connection fails (which could take a minute or two), select **Activate my software by phone**, then click **Next**.
4. Follow the prompts provided.

Turn off spam filtering

By default, Norton AntiSpam remains active once it is installed. If for any reason you want to temporarily disable it, you can turn it off from within the program itself.

To turn off spam filtering

1. In the main window, under Norton AntiSpam, click **Status & Settings**.
2. In the System Status pane, click **AntiSpam**.
3. On the right side of the main window, click **Turn Off**.

To turn on spam filtering

1. In the main window, under Norton AntiSpam, click **Status & Settings**.
2. In the System Status pane, click **AntiSpam**.
3. On the right side of the main window, click **Turn On**.

Turn off the advertising filters

Ad Blocking can block several kinds of ads that appear on Web sites while you are browsing the Internet.

Turn off Ad Blocking

See "Does Ad Blocking block all advertising on the current page?" on page 32.

Ad Blocking compares the addresses of ads that are being downloaded by your browser with its own list of ads to block. If it finds a match, it removes the ad so that it does not appear in your browser, leaving the rest of the Web page intact.

To turn off Ad Blocking

1. In the main window, double-click **Ad Blocking**.
2. In the Ad Blocking window, uncheck **Turn on Ad Blocking**.
3. Click **OK**.

Turn off Pop-up Window Blocking

See "Will Pop-up Window Blocking block all pop-ups or only pop-up ads?" on page 32.

Pop-up and pop-under ads are secondary windows that Web sites open when you visit or leave the sites. Pop-ups appear on top of the current window, while pop-unders appear behind the current window.

When Pop-up Window Blocking is enabled, Ad Blocking automatically blocks the programming code Web sites use to open secondary windows without your knowledge. Sites that open secondary windows when you click a link or perform other actions are not affected.

To turn off Pop-up Window Blocking

1. In the main window, double-click **Popup Blocking**.
2. In the Ad Blocking window, uncheck **Turn on Pop-up Window Blocking**.
3. Click **OK**.

Frequently asked questions

4

The information in this chapter will help you solve the most frequently encountered problems.

Explore the Symantec service and support Web site

On the Symantec service and support Web site, you can find the latest protection and program updates, patches, online tutorials, Knowledge Base articles, and virus removal tools.

To explore the Symantec service and support Web site

1. On the Internet, go to www.symantec.com/techsupp
2. Follow the links to the information that you want.

How can I find the version number?

You can check the version number of your product on your computer.

To check the version number

1. Start your product.
2. Click **Help and Support**.
3. On the Help menu, click **About <your product name>**.
4. If applicable, in the About dialog box, select your product name.

If you need to uninstall

See "Use online Help" on page 11.

Instructions for uninstalling are available in the online Help.

Troubleshoot Norton AntiSpam

Check here for possible solutions to issues that might arise with Norton AntiSpam.

Why do I still receive spam?

Several factors make it difficult to completely eliminate spam. For example, different people will consider different classes of email messages to be unwelcome or intrusive. Some, for instance, do not want to receive anything they have not specifically requested. Others are glad to receive items regarding their interests or profession even if they have not specifically requested them.

Also, for every new method that is developed to control spam, there are numerous spammers trying to develop ways to circumvent it. This on-going contest of wills and skills is one reason Symantec maintains up-to-date spam definitions.

Finally, not all unwanted messages are unauthorized. Some companies require you to accept email messages in exchange for certain services. Many users do not understand that in doing so they are agreeing to, in effect, accept spam.

How will email messages from addresses on my Blocked list be handled?

Norton AntiSpam moves email messages from these addresses to the Norton AntiSpam folder and marks them in the subject line as spam.

What if I mistakenly put an address on the Blocked list?

The only result will be that you will not see any email messages from this address in your main list. But if you periodically review the contents of your spam folder, you will be able to retrieve any email messages from that address and then correct the entry in your list.

Why did an email message someone sent me never arrive?

Some legitimate email messages may contain elements that are characteristic of spam messages. This may have caused Norton AntiSpam to incorrectly identify the message as spam. Depending upon the filters you have created in your email program, the message may be in your spam or trash folder.

To avoid losing email messages from this person, add them to your Allowed list.

Does Norton AntiSpam check for email-borne viruses?

Norton AntiSpam does not check for viruses. To scan incoming email messages for viruses, you must install Norton AntiVirus.

Why does so much spam include clusters of meaningless characters?

These and other unusual elements in spam are intended to confuse spam filters that look for keywords.

How do I keep my spam protection updated?

To some degree, Norton AntiSpam updates itself by learning from your outgoing email messages and other data. However, to receive up-to-date copies of Symantec spam definitions, you must subscribe to this service. You can then choose to have these definitions updated automatically.

Why do I need a subscription to spam definitions?

Though the product is self-training, local spam definitions are developed only by the criteria you input and from the sample of email messages you process. Symantec spam definitions are developed from a much larger set of information and can prevent you from seeing many of the more common types of spam.

Troubleshoot Ad Blocking

Check here for possible solutions to issues that might arise with Ad Blocking.

Does Ad Blocking block all advertising on the current page?

Ads that are integrated with standard content–for instance text statements–will not be blocked.

Will Pop-up Window Blocking block all pop-ups or only pop-up ads?

Ad Blocking blocks all pop-ups that are started automatically during a Web page load. If a site uses pop-ups for special alerts or additional information, you might want to disable Pop-up Window Blocking while viewing that site.

Are there security issues associated with advertisements?

While clicking on an ad should only display more information or direct you to another site, some advertisers will use ads to entice you into installing new functionality on your system. These may range from adding new menus to installing spyware. You should be especially wary of ads that invite you to install novelty cursors or other entertaining add-ons. These frequently include user agreements that require you to allow companies to track your browsing or to provide them with personal information, among other things. Such clauses are typically hidden deep in the text where many users will not bother to read them.

Troubleshoot LiveUpdate

Check here for possible solutions to issues that might arise with LiveUpdate.

What if I can't use LiveUpdate?

When new updates become available, Symantec posts them on the Symantec Web site. If you can't run LiveUpdate, you can obtain new updates from the Symantec Web site.

To obtain updates from the Symantec Web site

1. On the Internet, go to securityresponse.symantec.com
2. Follow the links to obtain the type of update that you need.

What if I run LiveUpdate on an internal network?

If you run LiveUpdate on a computer that is connected to a network that is behind a company firewall, your network administrator might set up an internal LiveUpdate server on the network. LiveUpdate should find this location automatically.

If you have trouble connecting to an internal LiveUpdate server, contact your network administrator.

Why is Automatic LiveUpdate having problems connecting?

Automatic LiveUpdate does not recognize proxy settings that are configured in the Internet Options Control Panel. To ensure that your proxy settings are used by Automatic LiveUpdate, you must configure them in the Symantec LiveUpdate Control Panel.

Service and support solutions

The Service & Support Web site at http://service.symantec.com supports Symantec products. Customer Service helps with nontechnical issues such as orders, upgrades, replacements, and rebates. Technical Support helps with technical issues such as installing, configuring, or troubleshooting Symantec products.

Methods of technical support and customer service can vary by region. For information on support offerings in your region, check the appropriate Web site listed in the sections that follow.

If you received this product when you purchased your computer, your computer manufacturer may be responsible for providing your support.

Customer service

The Service & Support Web site at http://service.symantec.com tells you how to:

- Subscribe to Symantec newsletters.
- Locate resellers and consultants in your area.
- Update your product registration.
- Find out about orders, returns, or a rebate status.
- Access Customer Service FAQs.
- Post a question to a Customer Service representative.
- Obtain product information, literature, or trialware.

For upgrade orders, visit the Symantec Store at: http://www.symantecstore.com

Technical support

Symantec offers two technical support options for help with installing, configuring, or troubleshooting Symantec products:

- Online Service and Support
  Connect to the Symantec Service & Support Web site at http://service.symantec.com, select your user type, and then select your product and version. You can access hot topics, Knowledge Base articles, tutorials, contact options, and more. You can also post a question to an online Technical Support representative.
- PriorityCare telephone support
  This fee-based (in most areas) telephone support is available to all registered customers. Find the phone number for your product at the Service & Support Web site. You'll be led through the online options first, and then to the telephone contact options.

Support for old and discontinued versions

When Symantec announces that a product will no longer be marketed or sold, telephone support is discontinued 60 days later. Technical information may still be available through the Service & Support Web site at: http://service.symantec.com

Subscription policy

If your Symantec product includes virus, firewall, or Web content protection, you may be entitled to receive updates via LiveUpdate. Subscription length varies by Symantec product.

After your initial subscription ends, you must renew it before you can update your virus, firewall, or Web content protection. Without these updates, you will be vulnerable to attacks.

When you run LiveUpdate near the end of your subscription period, you are prompted to subscribe for a nominal charge. Simply follow the instructions on the screen.

Worldwide service and support

Technical support and customer service solutions vary by country. For Symantec and International Partner locations outside of the United States, contact one of the service and support offices listed below, or connect to http://service.symantec.com and select your region under Global Service and Support.

Service and support offices

North America

Symantec Corporation
555 International Way
Springfield, OR 97477
U.S.A.

http://www.symantec.com/

Australia and New Zealand

Symantec Australia
Level 2, 1 Julius Avenue
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Sydney
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+353 (1) 811 8032

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http://www.service.symantec.com/br
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http://www.service.symantec.com/mx
Brazil: +55 (11) 5189-6300
Mexico: +52 55 5322 3681 (Mexico DF)
01 800 711 8443 (Interior)

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